AMENDMENTS TO THE CLAIMS:

1.   (Currently Amended) A method for providing multimedia prompting in a communication system, comprising:

providing a first multimedia prompt to a video client, the first multimedia prompt comprising a first video clip and first audio information associated with the first video clip, the multimedia prompt associated with a service requested by the video client;

receiving information from the video client in response to the first video clip; and

providing, in response to at least a portion of the information received from the video client, a second video clip to the video client, the second video clip including at least a portion of the information received from the video client;

identifying, through negotiation with the video client, a CODEC to be used to communicate with the video client; and

retrieving from memory at least a portion of at least a one of the first multimedia prompt and the second multimedia prompt having been encoded using the identified CODEC and stored in the memory thereafter, the at least a portion stored in memory also having been encoded using a second CODEC different from the identified CODEC and stored in the memory thereafter.

2.   (Previously Presented) The method of Claim 1, further comprising providing second audio information associated with the second video clip, the second audio information selected in response to at least a portion of the information received from the video client.

3.   (Canceled)

4.   (Currently Amended) The method of Claim 3, wherein:

the first audio information, the second audio information, the first video clip and the second video clip are each ~~compressed using one or more CODECs~~ encoded and stored using the identified CODEC and are each encoded and stored using the second CODEC ~~; and~~

~~negotiating with the video client comprises determining whether the video client supports one or more of the CODECs used to compress the audio information and the video clips~~.

5.   (Original) The method of Claim 1, wherein:

the information received from the video client comprises a plurality of numerals; and

the second video clip comprises a plurality of second video clips each displaying one of the numerals.

6.   (Original) The method of Claim 1, wherein the first video clip comprises a video clip of a person requesting the information and a video clip of the person waiting for the information.

7.   (Original) The method of Claim 1, further comprising providing a third video clip requesting

confirmation of the information received from the video client.

8.   (Currently Amended) A computer program embodied on a computer readable medium and

operable to be executed by a processor, the computer program comprising computer readable

program code for:

        receiving first information from a video client, the first information associated with a service

requested by the video client;

        receiving second information from the video client; and

        providing a dynamic multimedia prompt to the video client, the dynamic multimedia prompt

comprising a first video clip and first audio information associated with the first video clip, at least

a portion of the dynamic multimedia prompt selected based at least partially on the first information

received from the video client, and a second video clip including at least a portion of the second

information received from the video client; .

        identifying, through negotiation with the video client, a CODEC to be used to communicate

with the video client; and

        retrieving from memory the dynamic multimedia prompt having been encoded using the

identified CODEC and stored in the memory thereafter, the dynamic multimedia prompt also having

been encoded using a second CODEC different from the identified CODEC and stored in the

memory.

9. (Previously Presented) The computer program of Claim 8, wherein the computer readable program code for providing the dynamic multimedia prompt comprises computer readable program code for:

provide the first video clip including an image of a person; and

providing the second video clip including an image of the person.

10. (Previously Presented) The computer program of Claim 8, wherein the first video clip requests the second information from a user of the video client and the second video clip displays the second information received from the video client.

11. (Previously Presented) The computer program of Claim 8, further comprising computer readable program code for providing a third video clip requesting confirmation of the second information received from the video client.

12. (Canceled)

13. (Currently Amended) The computer program of Claim [[12]] 8, wherein:

the multimedia prompt comprises a plurality of video clips, each of the video clips encoded and stored using the identified CODEC and each encoded and stored using the second CODEC each compressed using one or more CODECs ; and

~~the computer readable program code for negotiating with the video client comprises computer~~

~~readable program code for determining whether the video client supports one or more of the~~

~~CODECs used to compress the video clips.~~

14.   (Original) The computer program of Claim 13, wherein the computer readable program code

for determining whether the video client supports one or more of the CODECs used to compress the

video clips comprises computer readable program code for determining whether one or more

preferred CODECs were used to compress the video clips.

15.   (Currently Amended) An apparatus for multimedia prompting, comprising:

a memory operable to store a plurality of video clips, at least some of the video clips associated with one or more services; and

one or more processors collectively operable to:

receive first information from a video client, the first information associated with one of the services that is requested by the video client;

receive second information from the video client; ~~and~~

provide a dynamic multimedia prompt to the video client, the dynamic multimedia prompt comprising a first video clip and first audio information associated with the first video clip and a second video clip, the first video clip selected based at least partially on the first information received from the video client, and a second video clip including at least a portion of the second information received from the video client;

<u>identify, through negotiation with the video client, a CODEC to be used to communicate with the video client; and</u>

<u>retrieve from memory the dynamic multimedia prompt having been encoded using the identified CODEC and stored in the memory thereafter, the dynamic multimedia prompt also having been encoded using a second CODEC different from the identified CODEC and stored in the memory.</u>.

16.   (Canceled)

17.   (Previously Presented) The apparatus of Claim 15, wherein:

the first video clip requests the second information from a user of the video client;

the second video clip displays the second information received from the video client; and

the one or more processors are further collectively operable to provide a third video clip

requesting confirmation of the second information received from the video client.

18.   (Previously Presented) The apparatus of Claim 15, wherein:

the one or more processors are collectively operable to provide the dynamic multimedia

prompt to the video client by providing second audio information associated with the second video

clip, the second audio information including at least a portion of second information received from

the video client.

19.   (Canceled)

20.   (Currently Amended) The apparatus of Claim [[19]] 15, wherein:

the first audio information, the second audio information, the first video clip and the second

video clip are each compressed using one or more CODECs encoded and stored using the identified

CODEC and are each encoded and stored using the second CODEC ; and

~~the one or more processors are collectively operable to negotiate with the video client by~~

~~determining whether the video client supports one or more of the CODECs used to compress the~~

~~audio information and the video clips.~~

21.   (New)   The method of Claim 3, wherein the negotiation with the video client includes

determining whether the video client supports one or more of the CODECs used to encode the at

least a portion of at least a one the first multimedia prompts and the second multimedia prompts.

22.   (New)   The computer program of Claim 8, wherein the negotiation with the video client

includes determining whether the video client supports one or more of the CODECs used to encode

the dynamic multimedia prompt.

23.   (New)   The apparatus of Claim 15, wherein the negotiation with the video client includes

determining whether the video client supports one or more of the CODECs used to encode the

dynamic multimedia prompt.